

Fare Rules:

interpretation of CAT 16

For comprehensive insights into our tariff regulations concerning refunds, please refer to Category 16. This category outlines the specific rules governing reimbursements and offers detailed information for a clearer understanding. To illustrate the application of these rules, we provide examples of various refund scenarios and how to interpret them.

BEFORE DEPARTURE

CANCELLATIONS PERMITTED FOR REFUND

In this case, the customer has an unused ticket (has not traveled on any part of his trip) with open status. It is then possible to request a refund, as long as it is before the departure time of the first flight.

BEFORE DEPARTURE

CANCELLATIONS PERMITTED FOR NO-SHOW

In this scenario, the passenger has an unused ticket with open status. However, is it possible to request a refund at any time (within the validity of the ticket) even after the original flight date and NO SHOW.

BEFORE DEPARTURE

CHARGE X PERCENT (percentage to be deducted from the fare as a penalty) FOR REFUND.

In this scenario, the customer holds an unused ticket (hasn't traveled on any leg of the ticket) and it's in an OPEN status. It's possible to request a refund, provided it's before the departure time of the first flight, applying the penalty as informed by the percentage.

BEFORE DEPARTURE CANCELLATIONS PERMITTED FOR REFUND +

BEFORE DEPARTURE TICKET IS NON-REFUNDABLE IN CASE OF NO-SHOW

In this scenario, the passenger has an unused ticket with an OPEN status. Refund requests are allowed only before the flight departure. After the flight departure, meaning in the case of a NO SHOW, a refund is not permitted

AFTER DEPARTURE

TICKET IS NON-REFUNDABLE

In this scenario, the passenger started his trip and has flown a segment, that is, the ticket was partially used. In this case, the ticket is no longer refundable.

ANY TIME

TICKET IS NON-REFUNDABLE

In this scenario, refunds are not permitted in any situation.

***** Refunds are not allowed for group and series tickets *****